



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	CSIROCARE Black Mountain Inc
Provider Number	PR-00005826
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	CSIROCARE Black Mountain Early Childhood Centre
Service Approval Number	SE-00009770
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	<p>P01, P01 and P01, P01, P01 and P01 parents</p> <p>Phone: P01, P03 email: P01, P01</p> <p>P01 phone: P03 email: P03</p> <p>P01, P01 child P01, P01</p> <p>Phone: P03</p> <p>P01</p>
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	<p>On Thursday 25th November later afternoon, P01 approached me and asked me which educator will be working in the Preschool room next year. I said that I don't know yet but my plan is that the current room leader from the Toddlers room will be working in the preschool room with the ECT. These two educators work full time so I think it will be the best for children.</p> <p>Then P01 said that she have more concerns about the preschool room after she heard that. She wanted to book a meeting with me. I organised the meeting at 4:00 pm on Friday 26th November 2021.</p> <p>Please see the meeting minutes below:</p>

Submitted By: **P01**, **P01**



26/11/2021 at 4:02 pm

Attendant: P01, P01P01 P01

Meeting Minutes:

Parents brought us some concerns:

Who will be working in the Preschool room next year?

P01 told parents who will be in the Preschool room. But it is not the final decision.

This parent has two children in our centre. They started to talk about their elder child P01.

P01 didn't do well with P01 when he was in the Toddlers room. There was a biting issue and behaviour issue when P01 was in the Toddlers room. The information P01 provided to parents was not enough. P01 didn't take parents' concerns into action. As soon as P01 moves to the Preschool room, his behaviour was improved incredibly. Parents don't have any problem after P01 moves to the Preschool room.

When their second son P01 was in the Toddlers room, the same thing happened again. They don't feel P01 know about their children. Parents said that P01 would only tell them about P01's sleeping time and eating. They are so happy for P01 to move to the Preschool room. But they are concerned about the educator who is going to look after P01 next year. They think if there is no strong personality in the Preschool room, P01 will be the same as P01. They don't feel the new ECT or P01 are the right educator who can guide P01. The parents don't feel P01 is capable to be the room leader. I told the parents that the new ECT is just started to work in our centre two weeks ago. We need to give her some time to adapt to the new environment. This ECT had two years of working experience as a preschool teacher. We believe the new preschool teacher will have the strategies to manage the room once she gets to know the children and family.

Parents said if P01 will be the educator in the Preschool room, they probably will remove their son from our centre. I asked them why they didn't come to talk to us earlier when they had the concern, they said this is not a complaint, this is the constructed feedback. The parent said they can't understand what P01 said to them. They also feel that P01 doesn't understand what they said to her. However, the parent didn't give us any examples. The parents said to me that it might be another parent coming to the centre complaining about P01. I told them we would get advice from CECA. We might report this concern to CECA. The staff from CECA may contact parents for more information. We will think about their concern and give them feedback later.

On Monday 29th November, we received the email from P01P01 (P01's mum). Her child is also in the Toddlers room. Next year her child will move to the preschool room. P01 had the same concern as P01. P01 thinks P01 is not the right educator to work in the Preschool room. From her email, it seems like she already knew who will be working in the Preschool room. We knew that these two parents are very good friends. Please see attached email for reference. We will organise a meeting with P01 on Thursday 02 December 2021. We will update you with the meeting minutes later.

26/11/2021 at 5:06 pm

Attendant: P01, P01P01

Meeting Minutes:

We had a meeting with P01 after we finished meeting with P01 last Friday. Please see the meeting minutes below:

I told P01 that we just had a meeting with P01's parents. I told P01 that the parents had concerns about who will be working in the Preschool room. The parents knew that P01 will be working as an assistant in the Preschool room next year. The parents don't want P01 to work in the Preschool room next year. P01 was



surprised to hear this. She said the parents didn't ask for extra information and they were often in a hurry to go home. P01 feel that the way the parents talked to her was not very nice. We know that English is P01's second language. But we never had a problem communicating with her.

Please upload any relevant documentation

P01.docx	Meeting minutes with P01
P01.docx	P01 P01 email

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03